

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 East Capitol Avenue

Springfield, Illinois 62794-9280

ILLINOIS COMMERCE COMMISSION
ORIGINAL
Mar 11 9 35 AM '02

CHIEF CLERK'S OFFICE

For Commission Use Only:

Case 02-0194

Regarding a complaint

by GIL ATAR
(Person making the complaint)

against PEOPLE'S ENERGY - NORTH SHORE GAS
(Utility name)

as to FAILURE TO PROVIDE UNINTERRUPTED GAS SUPPLY
TO HOME.
(Reason for complaint)

in LINCOLNSHIRE Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 4 ROBINHOOD LANE, LINCOLNSHIRE IL 60069

The service address that I am complaining about is 4 ROBINHOOD LANE
LINCOLNSHIRE, IL 60069

My home telephone number is [847] 845-3222

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at [847] 845-3222

NORTH-SHORE GAS (PEOPLE'S ENERGY) (respondent) is a public utility and is subject to the provisions of
(Full name of utility company)
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this complaint? X Yes No

Has your complaint filed with that office been closed? X Yes No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

1. ON NOVEMBER 30, 2000, I PURCHASED MY HOME.
2. MY ATTORNEY CALLED ALL THE UTILITY COMPANIES & PROVIDED THEM WITH ALL INFORMATION ABOUT THE MOVE
3. I, GIL ATAR, CONTACTED ALL UTILITY COMPANIES 2 WEEKS PRIOR TO THE CLOSING DATE & PROVIDED THEM WITH MY INFO & THE CLOSING DATE
4. TWO WEEKS AFTER MOVING IN, AT SUB-ZERO TEMPERATURES, MY WIFE & OUR FOUR CHILDREN, INCLUDING A NEW BORN, NOTICED THAT THE HOUSE WAS COOLING EVERY HOUR. THE FURNACE WOULD NOT RESPOND! I CONTACTED A HEATING COMPANY WHICH CAME OUT & NOTIFIED ME THAT THE GAS SUPPLY TO THE HOUSE HAS BEEN SHUT-OFF.
5. AFTER RELOCATING THE FAMILY (HOUSE TEMP AT 50°) I CONTACTED NORTH SHORE GAS.

— CONTINUED —

Please clearly state what you want the Commission to do in this case.

RETURN SERVICE TO HOME. ELIMINATE ENTIRE BILL. HOLD NORTH-SHORE GAS* RESPONSIBLE FOR ALL DAMAGES TO HOME & LOSSES TO ME & MY FAMILY DUE TO THEIR NEGLIGENCE. * AND/OR PEOPLE'S ENERGY

Date: MARCH 5, 2002
(Month, day, and year)

Complainant's signature [Signature]

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must watch you fill out this part of the form.

I, GIL ATAR, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

[Signature]
(Signature)

Subscribed and sworn/affirmed to before me this 5th day of MARCH, 2002.

[Signature]
Notary Public, Illinois

NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.



6. A REPRESENTATIVE STATED THAT THE COMPANY SHUT-OFF SERVICE TO MY HOME!

* NOTE - AT THE TIME I OWED NO MONEY TO THE COMPANY.

I HAD A FAMILY OF SIX IN THE HOUSE.

THE OUTSIDE TEMP WAS SUB-ZERO.

MY INFORMATION WAS GIVEN TO THE COMPANY 4 WEEKS

EARLIER BY BOTH MYSELF & MY ATTORNEY

NO LETTER WAS EVER MAILED TO ME FROM NORTH SHORE GAS

NO ONE ATTEMPTED TO CONTACT ME

NO NOTE WAS LEFT ON THE DOOR (OF ANY KIND) TO

WARN ME OF THIS IMPENDING DISASTER

THE GAS SERVICE WAS SIMPLY & RUDELY SHUT-OFF.

7. I ASKED THE COMPANY WHY THEY SHUT OFF SERVICE -

THEY RESPONDED THAT THEY COULDN'T FIND MY INFO ON FILE

THEY ACKNOWLEDGED AWARENESS OF THE CLOSING DATE -

THEY CLAIMED THAT THE PREVIOUS OWNER, WHICH THEY

KNEW NO LONGER OWNED THE HOME, INSTRUCTED TO

SHUT-OFF THE GAS TO THE PREMISES ON THAT DATE!

8. THAT NIGHT, TEMPERATURES PLUMMETED IN THE HOUSE -

THE FOLLOWING DAY, BOTH FLOORS OF THE HOME (AND THE BASEMENT) WERE DELUGED AS WATER PIPES BURST

CAUSING DAMAGE IN THE AMOUNT OF \$30,000.

9. THAT COST IS FOR THE HOME ONLY, IT DOES NOT INCLUDE

RELOCATION COSTS, TRANSPORTATION, PAIN & SUFFERING, EMOTIONAL DISTRESS

& ENORMOUS INCONVENIENCES DUE TO THIS UTTER & SHEER NEGLIGENCE.

Thank You